



REPLY TO
ATTENTION OF:

DEPARTMENT OF THE ARMY
HEADQUARTERS, JOINT READINESS TRAINING CENTER AND FORT POLK
OFFICE OF THE STAFF JUDGE ADVOCATE
7090 ALABAMA AVENUE, BUILDING 1454
FORT POLK, LOUISIANA 71459

AFZX-JAC

1 June 2012

MEMORANDUM FOR Personnel Concerned

SUBJECT: Instructions for Filing a Full Replacement Value (FRV) Claim with the Transportation Service Provider (TSP)

1. Typically, all Non Temporary Storage Claims are FRV claims, which do not utilize the DPS system (<http://www.move.mil>). Each TSP has a claims process for you to use. You must contact the TSP directly to file your claim. Look at the bottom right hand corner of your Notice of Loss or Damage to determine the TSP's name and contact information.
2. In all cases, the mover delivers your household goods and provides you with a copy of a Notice of Loss or Damage (DD Form 1840/1840R or Form 1850/1851). This form officially notifies the TSP of loss or damage to your shipment. Use the DD Form 1840/ Form 1850 side at delivery. After the TSP departs your residence, use the DD Form 1840R/ Form 1851 side to list all additional lost or damaged items.
3. All loss or damage **MUST BE REPORTED (ON THE NOTICE OF LOSS OR DAMAGE) TO THE TSP WITHIN 75 DAYS OF THE DELIVERY DATE.** Failure to provide timely notice (within 75 days of the delivery date) may result in nonpayment of your claim. Upon request, the Fort Polk Claims Office (FPCO) will fax your Notice of Loss or Damage directly to the TSP.
4. You must submit your claim within **NINE MONTHS OF THE DELIVERY DATE** to receive FRV. List each lost or damaged item separately along with a specific dollar amount for each item. Claims filed after nine months but within two years will receive depreciated value. If you file your claim after two years from the delivery date, you may not get paid.
5. The FPCO may assist you in confirming your TSP's name and contact information. You must contact the TSP. The TSP will provide you with specific guidance on how to file your claim. You may need the following documents.
 - a. **Shipment and TSP Details** – Origin of Shipment, Destination of Shipment, PPGBL/order number, Pickup Date, Date of Delivery, SCAC, TSP/Contractor Name. Please look at your PCS Orders, DD Form 1299 (Application for Shipment), and U.S. Government Bill of Lading to ensure you enter the above details accurately.
 - b. **Inventory** - TSP provides this at pickup. If you cannot locate this form, contact the TSP or call the FPCO for assistance.

AFZX-JAC

SUBJECT: Instructions for Filing a Full Replacement Value (FRV) Claim with the Transportation Service Provider (TSP)

c. **Repair Estimates** – The TSP must obtain and pay for all repair estimates. You may agree to obtain and pay for your own estimates, however, this is not required. You may not receive payment for estimate fees, if you do not get the TSP's written permission to obtain the estimate.

d. **Purchase Receipts** – The TSP may request purchase receipts, appraisals, photographs or some other form of substantiation for high-value items.

6. Under FRV, the TSP must pay to replace any lost or completely destroyed item with a new item or pay the cost of the item (same kind and quality). The TSP may repair or pay the repair cost for damaged items.

7. The TSP may inspect damage items at any time prior to settlement. **Do not discard** damaged items until the TSP issues payment.

8. Once you file your complete claim, the TSP has 60 days to make you an offer or pay/deny your claim. The TSP must list and adjudicate each line item separately; however, you may elect to accept a lump sum offer. If you dispute the TSP's offer, you may make a counter offer or elect to transfer all or part of your claim to a Military Claims Office (MCO). Upon request, the FPCO will attempt to mediate your claim with the TSP for 30 days. **DO NOT CASH THE CHECK IF YOU DISPUTE ALL OR PART OF THE TSP'S PAYMENT.**

9. You must notify the TSP in writing, if you want to transfer all or part of your claim to a MCO. The FPCO will only pay you depreciated value in accordance with AR 27-20, Chapter 11. The U.S. Army Claims Services (USARCS) will attempt to recover the FRV from the TSP. You may receive a supplemental check, if USARCS recovers the FRV from the TSP.

10. Contact the Fort Polk Claims Office at (337) 531-2636/1576. Our Customer Service hours are Monday through Friday from 0800-1130 and 1230 -1630. We are closed on all Federal holidays. The Claims Office is located at 7090 Alabama Avenue, Building 1454, Fort Polk, Louisiana 71459. See our website at <http://www.jrtc-polk.army.mil/SJA/CL.html> or our Facebook page at <http://www.facebook.com/FortPolkClaims> .

11. FPCO will report to our headquarters any and all negative instances where the TSP does not perform in accordance with rate solicitation, acts in bad faith, or otherwise performs in an unacceptable manner, such as being rude or discourteous to a Soldier or Family Member. Please contact our office to report any of the above conduct by the TSP.